Time Zone - GMT (UTC +00)   24 May, 2025

[11:22:19] **John Pate** : hi i noticed on the cpam

[11:22:22] [Suzy Q joined the chat]

[11:22:39] **Suzy Q** : Hello! Thank you for contacting our Namecheap support team. I notice your message might be incomplete. Did you mean to ask about cPanel? If so, could you please provide more details about what you noticed or what issue you're experiencing with cPanel? This will help me provide you with the most accurate assistance.

[11:22:46] **John Pate** : hil

[11:23:05] **Suzy Q** : Thank you for contacting our Namecheap support team. I'm not sure if your message was sent completely. Could you please provide more details about what you'd like assistance with regarding Namecheap services? I'm here to help with any questions or issues you might have.

[11:23:25] **John Pate** : i noticed something on the cpanel stats. im not sure what it means? on th ebottom
[Screenshot at 2025-05-24 13-22-07.png]

[11:23:37] **John Pate** : the http status codes

[11:24:01] **John Pate** : at the bottom of the screenshot. what do they mean? does that mean no one can access my website?

[11:24:04] **Suzy Q** : Please allow me a minute, I'll transfer you to a live support agent for further assistance.

[11:24:39] [Maksym K. joined the chat]

[11:24:39] [Suzy Q left the chat]

[11:24:50] **Maksym K.** : Hello, I will assist you further. Please allow me some time to check the previous chat.

[11:25:14] **John Pate** : ok here is last months too
[Screenshot at 2025-05-24 13-24-51.png]

[11:26:07] **Maksym K.** : Thank you for the screenshots. Please allow me a couple of minutes to provide the information on what they mean.

[11:26:14] **John Pate** : thank you

[11:26:38] **John Pate** : i understand what they mean but does that mean that all those people were not anle to access my website?

[11:26:54] **John Pate** : were not able to access my site**?

[11:27:24] **Maksym K.** : I will check that as well.

[11:28:21] **John Pate** : and where were the redirects sent to?

[11:28:57] **Maksym K.** : The Awstats page, unfortunately, does not track this information.

[11:29:24] **John Pate** : but none of those people were able to access my website?

[11:29:48] **John Pate** : the 4 to 5 thousand per month no one was able to get on but 50 people or so?

[11:30:51] **Maksym K.** : Unfortunately, I am still checking if that is the case.

[11:31:25] **John Pate** : ok because ive had tons of online fraud happen to me i keep rprting it to this company but never any investigation on it

[11:33:15] **Maksym K.** : I will update you in 5-10 minutes.

[11:33:24] **John Pate** : ok great thanks

[11:40:46] **Maksym K.** : Thank you for waiting. First of all, the website itself is available for me, so the issue with the 404 Not Found errors may be related to specific pages on the site or outdated external links.

As for the status codes, per my check, this chart only shows failed page loads and not any successful ones.

[11:42:07] **John Pate** : so that means what the 5200 hits this month only 1200 went through successfully?

[11:43:27] **Maksym K.** : Unfortunately, I do not see the exact statistics on the screenshot you have provided.

[11:43:36] **John Pate** : hold on

[11:43:50] **Maksym K.** : Sure.

[11:44:37] **John Pate** :
[Statistics for electrolips.com (2025-05) - main.pdf]

[11:45:24] **John Pate** : heres a beter one
[Screenshot at 2025-05-24 13-45-05.png]

[11:46:41] **Maksym K.** : Allow me a couple of minutes to check the details.

[11:46:47]   **John Pate** : ok

[11:49:57]   **John Pate** : is their anyway to track the website the redirects went to? their must be a redirect code in the cpanel system , isnt their?

[11:50:53]   **Maksym K.** : Let me check if we have tools for this purpose.

[11:51:02]   **John Pate** : thank you

[11:54:54]   **John Pate** : im having the same problem with electrolips.online

[11:55:42]   **John Pate** : i just noticed this entire year no one i advertised to was able to access my website.

[11:55:50]   **Maksym K.** : I see. I am still checking the information to make sure I provide you with accurate data.

[11:55:57]   **John Pate** : www.electrolips.com and www.electrolips.online

[11:56:30]   **John Pate** : and i cant access last years aw stats and january of this year it says i had no visitors at all

[12:00:51]   **Maksym K.** : Thank you for waiting. While I want to help you, unfortunately, we do not assist with interpreting the results of Awstats. I can provide you with the documentation page for the tool. It is best to research how to use it by searching online or checking the documentation. Unfortunately, we don't have any resources that explain the usage of this tool in depth.

https://awstats.sourceforge.io/#DOC

[12:01:27]   **John Pate** : so how many people were able to see my site this month?

[12:02:31]   **Maksym K.** : Sadly, I cannot confirm this number for sure, as this is out of the scope of our support, and we do not want to misinform you on how to interpret the results.

[12:03:10]   **John Pate** : so do those http codes section mean that is what happened to visitors on my site?

[12:04:29]   **Maksym K.** : The section with the HTTP codes does show the accurate information.

[12:04:42]   **John Pate** : ok thank you